Senior Services Department

<u>Traffic Light Key</u>

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

<u>Trend Key</u>

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Yearly Goal	Monthly				Yearly		
		Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide social work and advocacy services to seniors and their families to help them access resources								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	91	91	96	🟢	92	96	🟢
% of requestors who receive assistance	Maintain the % of people receiving assistance.	100	100	100	🟢		100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.			100	🟢		100	
2. Provide quality transportation services for seniors to important locations								
Number of unique riders	Maintain or increase the number of riders accessing transportion services	243	243	227	🟡	239	227	🔴
Total rides provided	Maintain or increase the number of rides provided.	1646	1646	1591	🟡	1491	1591	🟢
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.								
Number of programs offered	Maintain or increase the number of programs offered	51	51	54	🟢	53	54	🟢
Number unique program participants	Maintain or increase the number of program participants	492	492	934	🟢	398	934	🟢
Total program participants	Maintain or increase program participation	1230	1230	2638	🟢	1239	2638	🟢

Notes